State of New Hampshire
OFFICE OF INFORMATION TECHNOLOGY
EMBEDDED AGENCY APPLICATIONS at SAFETY
User Requirements

Project: MAAP Registration Renewal and Dealer Online

Objective: The purpose of this project is to provide a means for people to renew their vehicle registrations via the internet. This service will improve the convenience of this process for the state's vehicle owners.

Requested by: Governor Benson

Developer: Jim Bronson

Note: Citizen Portion Only

Current Procedures: Motor vehicle registrants must go to their town/city office to register their vehicles with the town/city. If the town/city is a municipal agent the registrant may complete the state portion of the registration at the same time that they do the town/city portion or they must go to a state office.

Problems: Our society is becoming more used to doing business transactions over the Internet. Registrants must spend time and resources to visit their town/city offices and may have to visit state offices as well to register their motor vehicles.

Proposal

Add functionality to the MAAP development that is currently underway to provide Internet access by registrants to the Division of Motor Vehicle (DMV) vehicle registration system for renewal of vehicle registrations. In addition, provide access to the system for motor vehicle dealers, on behalf of their customers, to register vehicles they have sold. [1]

Public and dealer access to MAAP will be allowed twenty-four hours per day, seven days per week (i.e., 24 X 7). A list of frequently asked questions (FAQs) will be available to the user. This list will be limited to no more than five questions. A help desk number will be displayed for the user to contact for help regarding vehicle registration renewal via the Internet – hours that helpdesk is available will be noted.

Vehicle Registration Renewal via the Internet

- Vehicle registration renewal by the public via the Internet will be performed for both the town/city portion and state portion. Town only or state only processing via the Internet will not be allowed.
- All town/city fees for vehicle registration renewal will be collected and dispersed to the respective town/city – this includes the Municipal Agent fee.
- Company vehicles that are registered with the allowed plate types (see the list of allowed plates to be renewed via the Internet below) may be renewed via the Internet. Fleets with the allowed plate types may be renewed via the Internet – one vehicle at a time.
- Public access to vehicle registration renewal will not be allowed in the period five business days or less before the expiration of the registration [2]
- Access by the public to the registration renewal process will require the user to verify his/her identification using date of birth (DOB) and social security number (SSN) – last four digits only.

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[1] Access to MAAP by dealers will be described in a separate document for this iteration of the user requirements - the requirements may be joined together again in the future.
[2] The five business day period may be changed in the logical design depending on findings during the development of the design

- Vehicle registration renewal process by the public via the Internet will be performed with normal MAAP functionality including normal edits and checks. These checks include, but are not limited to, title verification, title/registration owner verification, NCIC checks, AAMVA verification to prevent fraud, etc. Some user editable fields will be limited for public access – these limitations are listed below.
- Edit limitations will cause the user to be directed to contact their town/city clerk to process the registration renewal.
- Edits to the registration by the public via the Internet will be limited as follows:
  - Registration renewal only – no new registrations, etc.
  - Do not change registrant's demographics; e.g., address, name, etc.
  - Do not renew handicap placards MAAP checks
  - Do not change plate type
  - Do not renew registration for registrant's under 18 years old
- Only the following plate types can be renewed by the public via the Internet:
  - PASS
  - IPASS
  - CPASS
  - ICPAS
- Outstanding revenue memos (e.g., short slips, credit memos, protested checks, suspensions, etc.) will stop the process – registrant will be directed to contact her/his town/city office
- Vehicle registration renewal only – No boat registrations by public via Internet
- MAAP will provide a summary screen for the user to view and check OK to complete the transaction. The user can print the summary via their browser software and on their local printer. The summary screen will include a temporary registration, a receipt, and a summary of the registration renewal transaction. The registration summary will be in text format – there will be no graphical representation of an actual registration certificate.
- A message will be displayed to the user regarding mailing address where the registration documents will be sent. An address change (or addition – e.g., mailing address) will stop the process – registrant will be directed to contact her/his town/city office.
- A member of the public cannot view a vehicle registration via the Internet except for the transaction summary listed above. This summary is available to the public user only at the time of the transaction.
- Fee settlement may be accomplished using a credit card. Electronic checks may be used pending verification by DMV that they meet the department's requirements – see issues list.